

ORIGINAL



January 05, 2000

Ms. Blanca Bayo, Director
Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

RE: Gulf Power Company
Docket No. 99-1651-PU
Revision of Rule 25.22.032
F.A.C., Customer Complaints

Dear Ms. Bayo,

Gulf Power Company submits this letter as its post-workshop comments following the workshop held on November 19, 1999, to discuss revisions to the above referenced Rule.

Gulf Power was represented during the workshop and provides the following comments:

Transfer Connect (Warm Transfers) - The Company supports implementation of the Warm-Transfer process proposed by the Commission. It is our desire to continually improve our process of successfully handling all customer inquiries received from the Commission.

Per the staff's request, the following information is provided in reference to initial start-up costs for implementing the Transfer Connect Process:

- AFA _____
- APP _____
- CAF _____
- CMU _____
- CTR _____
- EAG _____
- LEG _____
- MAS _____
- OPC _____
- RRR _____
- SEC _____
- WAW _____
- OTH _____

The initial telephone service costs for implementing the Transfer Connect process is projected as follows:

- a) \$59.85 - a one-time 2-year contract charge for cellular phone use
 - b) \$74.85 - monthly recurring charges for the selected rate plan
 - c) \$20.00 - AT&T 1-800 Monthly Recurring Charge
 - d) \$150.00 - Information Resources Telecom Charges
- (These projected costs do not include AT&T's long distance per minute charge.)

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Three-Day Complaint Resolution-The Company supports the implementation of the 3-day resolution program. We discussed during the workshop the possibility of a 'complaint' taking more than three days to resolve in some cases due to actions such as a meter tests being done or a voltage recorder being set at the customer's premise for observation.

In those instances when the customer and the Company have set up an action plan within the 3-day resolution period for completion of the complaint, the Company recommends the complaint may be signed off as 'resolved'. It is further recommended that a follow-up response be completed within a specified number of days, to inform the Commission of the final disposition of the 'complaint'.

Informal Conference Procedures – The Company is in agreement with the informal conference procedures detailed in the rule revision.

If you have questions in reference to these comments, please contact me at (850) 444-6117.

Sincerely,

Sharon Bradley
Senior Customer Service Analyst